

# LIGHT READING

c u s t o m e r   n e w s l e t t e r



July/August 2006

## From the Superintendent

# Responsive and responsible to our customers



Superintendent  
Jorge Carrasco

Nationally, public confidence in electric utilities hit an all-time low a few years ago. Financial scandals, escalating rates, over-priced power — all of these things eroded public trust. In 2004, Mayor Greg Nickels and the Seattle City Council asked me to regain customer confidence. Our goal was to build on City Light's rich history while making the necessary changes to prepare City Light for its next hundred years of operation.

***Our “Vision, Mission and Values” respond to your expectations for our performance.***

**Our Vision:** Set a high standard for all our work and deliver the best customer-service experience of any utility in the nation.

**Our Mission:** Exceed our customers' expectations by delivering low-cost, reliable power that is produced in an environmentally responsible and safe way.

**Our Values:** Achieve excellence, accountability and trust, and maintain our stewardship principles.

For more details, visit [www.seattle.gov/light/aboutus/](http://www.seattle.gov/light/aboutus/). We invite your comments on expectations for Seattle City Light. Contact us by e-mail at: [respond.scl@seattle.gov](mailto:respond.scl@seattle.gov) or write to us at the address on the back of *Light Reading*.

## Summertime reminders

- ☀ Keep your electric meter accessible and easy for meter readers to see. A minimum three-foot area around the meter should be clear of plants, bird nests, beehives, debris, tools and equipment.
- ☀ Stay at least ten feet away from power lines. Keep items such as kites, ladders, long work tools, fishing poles, sailboat masts, etc. away from power lines.
- ☀ Don't let kids climb trees near power lines.
- ☀ Call the Underground Utilities Location Center, **(800) 424-5555**, before digging 12 inches or deeper. Call two business days in advance of your work.

- ☀ Use light-colored window coverings. Close them when needed, to reflect heat from the house.
- ☀ Fans use a fraction of the electricity that air conditioners use. If you buy an air conditioner, select one with the ENERGY STAR label to save electricity.
- ☀ Outdoor electrical outlets should have weatherproof covers and ground fault circuit interrupters. For outdoor projects, make sure tools and appliances are approved for outdoor use.



## Planning for the future

**The Integrated Resource Plan (IRP)** is a 20-year plan identifying how Seattle City Light will meet its power obligations. A community involvement process is now underway. You can have a voice in our future energy resources.

For more information, visit [www.seattle.gov/light/news/issues/irp/](http://www.seattle.gov/light/news/issues/irp/). Interested parties are welcome to provide comments on the plan at scheduled public meetings; by email at [SCL.IRP@seattle.gov](mailto:SCL.IRP@seattle.gov); or by letter to: David Clement, Seattle City Light, 700 5th Ave., 32nd Floor, PO Box 34023, Seattle, WA 98124-4023.



# Pagliacci Pizza goes green

Pagliacci Pizza hopes you'll join their efforts to "**Green Up!**" electricity. Starting in August, residential City Light and Puget Sound Energy customers who join the Green Up program for the first time, will receive a discount on a Pagliacci pizza when they send in a form printed on Pagliacci pizza boxes. The form also will be available online at [www.greenupseattle.org](http://www.greenupseattle.org)

Pagliacci Pizza ([www.pagliacci.com](http://www.pagliacci.com)) is a **platinum-level** member of the Green Up program. They invest 30% of their power in green energy resources such as wind power. Employee motivation inspired Pagliacci to use energy efficient lighting, to use recycled content in their pizza boxes, and to compost boxes and food waste.

For more information call (206) 684-8822 or visit [www.greenupseattle.org](http://www.greenupseattle.org)



Seattle City Light

## 2005 retail fuel sources

Hydro	87%
Natural Gas	5%
Nuclear*	4%
Wind	3%
Other*	1%
(coal .89%, biomass .07%, petroleum .02%)	

\* These fuels represent a portion of the power purchased from the Bonneville Power Administration.



## Credit card fraud reminder

**Don't automatically give out credit card information over the phone. If you doubt the legitimacy of a call to pay your City Light bill, you can reach us at (206) 684-3000. Utility account representatives can verify the status of your account.**



700 Fifth Avenue, 32nd Floor  
PO Box 34023  
Seattle WA 98124-4023

This newsletter is available in alternate formats upon request.  
Call (206) 684-3000.  
[www.seattle.gov/light](http://www.seattle.gov/light)

Editor: Marilyn Mar  
marilyn.mar@seattle.gov  
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## Mark your calendars



Surround yourself with the beauty of the North Cascades. City Light offers Skagit tours July through September. Enjoy a fully escorted tour and boat cruise starting from Newhalem, WA or opt for the all-you-can-eat Diablo Dam Good Dinner Tour. For reservations and more information, including dates and prices, call (206) 684-3030, email [SkagitTours.Reservations@seattle.gov](mailto:SkagitTours.Reservations@seattle.gov), or visit [www.SkagitTours.com](http://www.SkagitTours.com)



The North Cascades Institute Learning Center is a hub of discovery for all ages. For information about family getaways, seminars and events, call (360) 856-5700 ext. 209, or visit [www.ncascades.org/learning\\_center/](http://www.ncascades.org/learning_center/)



Seattle's Green Living Expo is coming up on September 16-17 and September 23-24. It will be located in the High Point district of West Seattle at 35th Ave. SW and SW Raymond St. Hours: 10 a.m. to 5 p.m. This *free* event includes workshops, seminars, exhibits and a tour of new homes filled with the latest innovations in green living. For more information call (206) 615-3433 or visit [www.thehighpoint.com](http://www.thehighpoint.com)



American Solar Energy Society's open-house tour featuring solar projects, green buildings, cars powered by alternative fuels and more, will be on Saturday, October 7 from 10 a.m. to 4 p.m. By August 1, detailed tour information will be posted at [www.solarwashington.org](http://www.solarwashington.org)

## Window rebates for multifamily buildings

Window technology has come a long way. Today's vinyl-framed, double-paned windows are more than *twice* as efficient as the aluminum-framed, double-paned windows made in 1980.

Window Type	R-Value*	Efficiency Improvements
1980 double-pane	1.4	2 panes vacuum-sealed together
1990 double-pane	2.0	Argon gas between panes
2005 double-pane	3.3	Low-e film, vinyl frames

\*R-value is the *resistance* to heat transfer. The higher the R-value, the higher the insulation value.

City Light will pay \$3 per square foot if you upgrade your old, *aluminum-framed, double-paned windows* and replace them with today's energy-efficient windows. Call our Conservation Help Line at (206) 684-3800, or complete an online rebate application at [www.seattle.gov/light/conserves/resident](http://www.seattle.gov/light/conserves/resident). Note: This offer applies to electrically heated buildings with five units or more in our service area.



**Seattle City Light is a publicly-owned utility dedicated to exceeding our customers' expectations in producing and delivering low-cost, reliable power in an environmentally responsible and safe way. We are committed to delivering the best customer service experience of any utility in the nation.**